

**EFFECTIVE**

September 1, 2021.

**Subject(s)****Electronic Benefits Transfers (EBT)****BAM 401E**

References to the EBT contractor have been updated from Conduent, Inc. to the new contractor, Fidelity Information Systems (FIS) and the EBT system terminal from EPPIC to ebtEDGE.

Cash withdrawals from an automated teller machine (ATM) no longer have a transaction fee after a set number of withdrawals. Depending on the ATM selected, there may be an ATM fee charged.

*Reason:* New EBT contractor.

The available benefit reduction for a card replacement is now \$1.00 whether the card is mailed by the US postal service or replaced by a local office over the counter card.

*Reason:* Management decision to simplify costs for EBT replacement cards.

**MANUAL  
MAINTENANCE  
INSTRUCTIONS**

**Changed Items ...**

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